

Water Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory October 2018

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Water Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

| Utility Code | Utility Name | Category | Subcategory | Count |
|---|--------------------------------------|----------------------|------------------------------------|-----------|
| WTA210, SWR210 | California American Water Company | Billing | High Bill | 4 |
| | | Policy and Practices | Safety | 1 |
| | | Service | Delayed Orders/Missed Appointments | 1 |
| California American Water Company Total | | | | 6 |
| WTA60 | California Water Service Company | Billing | High Bill | 2 |
| | | Billing | Other Charges | 1 |
| California Water Service Company Total | | | | 3 |
| WTB136 | Fruitridge Vista Water Company | Billing | Disputed Customer of Record | 1 |
| Fruitridge Vista Water Company Total | | | | 1 |
| WTA314 | Liberty Utilities (Park Water) Corp. | Billing | High Bill | 2 |
| Liberty Utilities (Park Water) Corp. Total | | | | 2 |
| WTA337 | San Gabriel Valley Water Company | Billing | High Bill | 1 |
| San Gabriel Valley Water Company Total | | | | 1 |
| WTA168 | San Jose Water Company | Billing | Bill Adjustment | 1 |
| | | Billing | High Bill | 2 |
| | | Policy and Practices | Safety | 1 |
| San Jose Water Company Total | | | | 4 |
| Total ICs Sent ¹ | | | | 17 |

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.